

ILLUSTRATIVE
Balanced Metrics Scorecard

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
	% \$ Collected	Pts. (Max 50)	Case Resolution %	Pts. (Max 12.5)	Taxpayer Satisfaction %	Pts. (Max 12.5)	Quality Score	Pts. (Max 12.5)	Employee Satisfaction %	Pts. (Max 12.5)	Validated Complaints Penalty	Total Score	% of \$ Collected	Inventory Allocation %
Performance Standard	NA		50%		50%		90%		50%					
Warning Level	NA		40%		45%		82%		40%					
Termination Level	NA		30%		40%		75%		30%					
Actual Results														
PCA 1														
PCA 2														
PCA 3														
PCA 4														
PCA 5														
PCA 6														
PCA 7														
PCA 8														
PCA 9														
PCA 10														
Weighted Average														

Numbers displayed are illustrative. Targets will be provided 30 days prior to initial placement.

The validated complaints penalty will be assessed in accordance with the criteria described in Attachment 1 – Table D, Section II, J.5 of the Statement of Work.

Description of Calculation:

Points will be allocated for each category to each Contractor based upon relative performance. The top performer in each category will be awarded the maximum number of points provided they exceed the Performance Standard level. If no Contractor exceeds the Performance Standard level, the points will be allocated proportionately based upon relative performance with the maximum points assigned to a level equal to the Performance Standard level.

Total Score times % of Dollars Collected equals the Inventory Weighting for the Performance Period.

Results at Warning Level will result in a penalty of 5% against the Total Score for each category at Warning Level.

Results at Termination Level will result in a 10% penalty against the Total Score for each category at Termination Level.

TIRNO-03-H-00001

Contract Attachment 2
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Page 3 is an excel spreadsheet that is attached as Attachment 2 page 3 EXAMPLE

Table B
Monetary Bonus Calculation - ILLUSTRATIVE

	\$ Collected / Performance Period	CTD % \$ Collected	% \$ Contribution	% \$ Bonus Pool Payment	Bonus Payment
PCA 1	\$7,500,000	10.4%	15%	34.1%	\$341,000
PCA 2	\$6,500,000	9.8%	13%	0	0
PCA 3	\$4,000,000	10.1%	8%	18.2%	\$182,000
PCA 4	\$3,500,000	8.8%	7%	0	0
PCA 5	\$3,500,000	9.2%	7%	0	0
PCA 6	\$5,500,000	12.1%	11%	25.0%	\$250,000
PCA 7	\$5,000,000	9.0%	10%	0	0
PCA 8	\$5,000,000	11.3%	10%	22.7%	\$227,000
PCA 9	\$4,500,000	8.7%	9%	0	0
PCA 10	\$5,000,000	9.2%	10%	0	0
Total	\$50,000,000				\$1,000,000
\$ Bonus Pool (2%)	\$1,000,000				
PCA Average		10.0%			

Bonus Pool Calculation:

A PCA must achieve above average performance on the **CTD % \$ Collected** metric to receive a Bonus Payment for the Performance Period.

In the above example, a % greater than 10.0% would receive a proportionate payment based upon relative contribution as compared to all Bonus eligible PCAs.